

May 17, 2013

Greetings Managers,

One of your employees, Lucinda S., was recently awarded with an MSP Service Professional Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Lucinda for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC, and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Lucinda!

*Way to go!*

PrimeFlight Aviation Services Managers, Jeffrey Cook and David Harmon with Lucinda Severud



**CUSTOMER COMPLIMENT**

I want to bring attention to the exemplary customer service provided by Lucinda of PrimeFlight. I am partially disabled and have difficulty sitting with my knees fully flexed, as well as walking very far. I received little compassion or assistance from other airport personnel. Lucinda was the first person who showed any care for me and my needs. She escorted me to my gate and helped confirm my seat change with agent. She is a gem!!

-Jamie Jefferson